

# Health Advocate **Benefits Gateway™**





# This way

## **Leveraging information to connect employees to the “right benefit at the right time.”**

A full menu of benefits, with little coordination among them and multiple phone numbers, makes it hard for employees to get to the right benefit they need. This creates fragmentation, lost productivity and increases the burden on the human resources staff.

Opportunities for leveraging key priorities and the promotion of health and wellness are lost when employers lack a process for sharing information about the use of benefits.

Health Advocate’s Benefits Gateway offers a personalized, integrated service that gets employees to the right benefit, quickly and efficiently, through a single number. The program also offers powerful information architecture in the form of dashboards that collect and organize benefit program utilization, as well as health and wellness measures.

Integrated into Health Advocate’s Core Advocacy service, employees can use the same number whenever they need expert help to resolve specific healthcare and insurance issues.

### **Integrated, streamlined, personalized.**

Benefits Gateway increases productivity and helps employees make better use of benefits, and can help improve health and wellness outcomes.

**All with just one number. Make it easy.**



**HEALTH**  
*Advocate*<sup>™</sup>

# Health Advocate **Benefits Gateway**

## Connects employees to the right benefit at the right time

Benefits Gateway is an add-on program to the Health Advocate Core Advocacy service. The Core service provides Personal Health Advocates (PHAs), typically registered nurses, supported by medical directors and benefits and claims experts, to help employees resolve time-consuming healthcare problems.

The Benefits Gateway program extends our personalized help by providing one-on-one support to efficiently connect employees to any benefit they need, from medical, dental and prescription, to disability and even EAP benefits. At any time, employees can also receive personalized assistance with healthcare and insurance-related issues, all through the same toll-free number.

## Unique information-sharing: dashboards add value

Benefits Gateway's powerful information architecture creates dashboards that collect and organize a variety of information. Dashboards provide an easy-to-read summary of the employee's profile of benefit program utilization, as well as health and wellness measures. The dashboards better equip the Personal Health Advocate to guide the employee to the right benefit, the right solution and the right action-oriented steps to improve outcomes. In brief, the PHAs are empowered to become better coaches.

**The dashboards are a critical step forward to help employees get greater value out of their benefits.** On the employee level, the dashboards offer an online tool to respond in real time to answer questions and provide directed messages at important, teachable moments.



## **How it works: employees**

Employees wanting information about their organization's benefits can simply call one toll-free number. A knowledgeable Personal Health Advocate will listen to their needs and answer any questions. Using the dashboard's display of the employee's profile, the PHA can quickly and efficiently guide the employee to the appropriate benefit/vendor. The PHA can also offer specific health and wellness information, tailored to the individual.

The Personal Health Advocate is available to provide in-depth help with any specific healthcare or insurance-related problem, from untangling medical bills to finding providers.

**Coordination of all benefits through a single entry point.**

## **How it works: employers**

The Benefits Gateway development team will help organize the employer's data into an orderly game plan, and customize specific online information dashboards to support action-oriented employee counseling. The goal of the dashboards is to help employers quickly pinpoint opportunities to improve productivity, and leverage health and wellness opportunities.

## Benefits Gateway Features

### We make it easy with just one call

Our development team reaches out to each vendor to ensure that our Gateway staff is thoroughly familiar with all benefits, and that vendors are also familiar with our service. We establish communication and create a map of vendors, allowing us to easily get employees to the right benefit at the right time. Our service offers state-of-the-art information and telephonic technology, along with the following features:

**Custom 800 number.** This single number connects the employee to all healthcare and retirement plan vendor partners and programs, including Health Advocate benefits.

**Information collection processes.** Collected data will be used to design dashboards that summarize an employee's profile of benefit utilization, and health and wellness measures. This tool encourages proper utilization and supports action-oriented solutions.

**Effective "coaching" of employees.** Dashboards reinforce essential messages and leverage teachable moments.

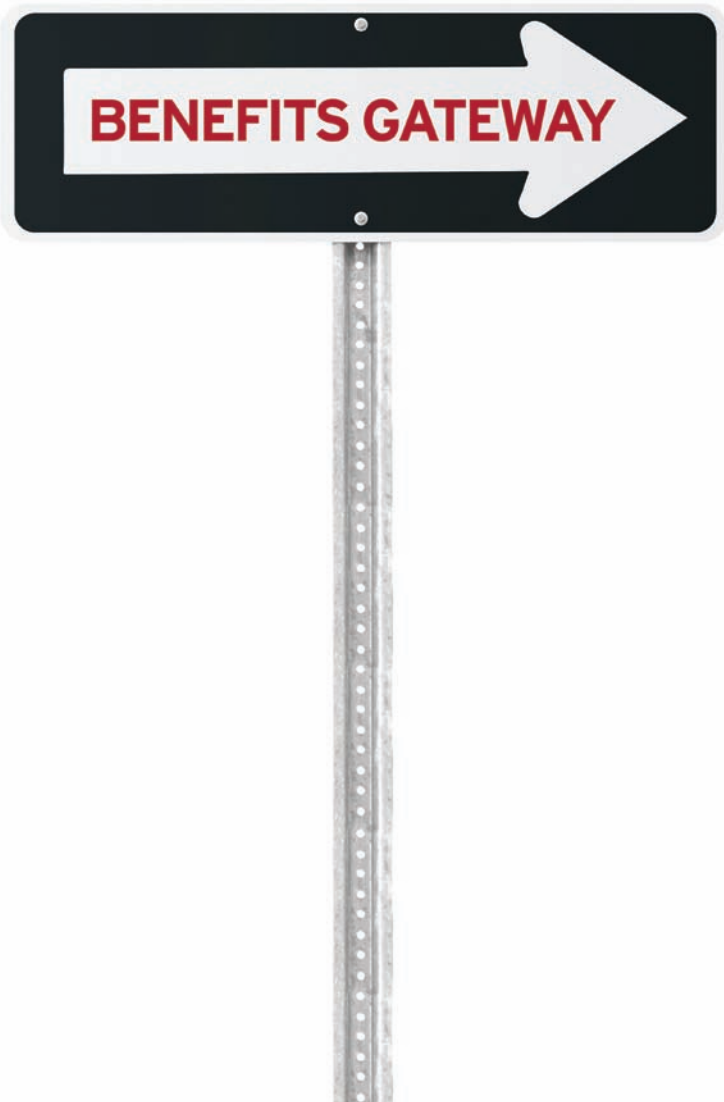
**Tailored approach.** Benefits Gateway is flexible and customized to meet the employer's specific requirements and strategic objectives. The employer decides how many benefits/vendors they want to include, i.e. medical, dental, Rx, disease management, EAP, etc.

**Ongoing communications.** Health Advocate establishes an information exchange to keep all vendors informed, such as guidebooks, webinars, etc.

**Develops intra-vendor protocol.** Establishes process for coordination, warm transfers, etc.

**Strict adherence to HIPAA guidelines.** All employee information is confidential and private.

**Unlimited access to Personal Health Advocate.** Employees receive one-on-one help to resolve a full range of clinical, administrative and insurance-related issues. Benefits are better utilized, employees get the most out of them, and their healthcare issues are personally addressed. All with just one number.



## The Benefits Gateway Advantage

- One 800 number simplifies choosing and using benefits
- Increases productivity
- Eases burden on HR staff
- Coaching employees reinforces essential messages
- Integrated model assures that timeliness of member needs are met
- Benefits are better utilized
- Improves health and wellness outcomes
- Early and more frequent member engagement
- Reaches out to vendors to ensure proper coordination among them
- Proactive management decision support tool
- Helps to support employer priorities and strategies
- Avoids duplication of vendors and fragmentation
- Seamless integration with Core Advocacy service

## Turnkey Communication Support

- Program introduction and ongoing support
- Employer: Orientation for key internal benefits team and others (i.e., Manager's Guide, etc.)
- Employees: Complete employee launch program (i.e., electronic and print introduction and ongoing reinforcement)

## Get started today

**Maximize the value of your benefits with Health Advocate.**

If you already have Health Advocate, we would be happy to tell you more about adding our Benefits Gateway program. Or, if you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Advocacy service and our add-on Benefits Gateway program.

### Contact us at:

Health Advocate

1-866-385-8033, prompt #2 (toll-free)

Or, send an email to:

[info@HealthAdvocate.com](mailto:info@HealthAdvocate.com)





# The Total **Solution**

## Core Advocacy

- Personal Health Advocates handle a range of clinical and healthcare insurance issues
- Interacts with providers and insurance
- Gets the right answers at the right time



## Complementary Solutions

- Benefits Gateway™ and Health Information Dashboard™
- Wellness Advocate™
- EAP+Work/Life™
- Personalized Health Messaging™
- Tobacco Cessation™
- NurseLine™
- Medical Bill Saver™
- MedChoice Support™
- Enrollment Advocate™
- FMLA Support™
- Independent Appeals Administration™
- External Appeals Administration™

## About Health Advocate

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, serves more than 8,000 clients including the nation's leading companies—providing more than 22 million Americans with expert, personalized help to resolve healthcare and insurance-related issues. The company offers a spectrum of add-on time- and money-saving solutions designed for both employers and employees.

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